

General
Medical
Council



Easy
Read

Unhappy with a doctor, physician associate or anaesthesia associate?

What to do and how to tell us about it



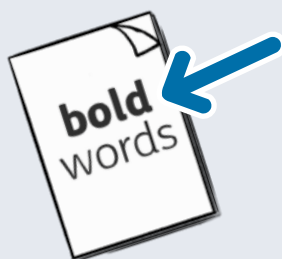
Easy Read



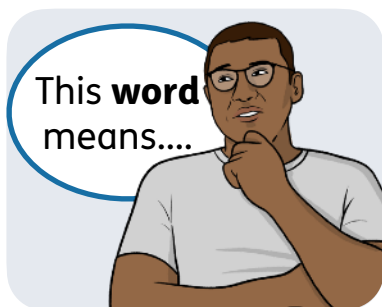
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



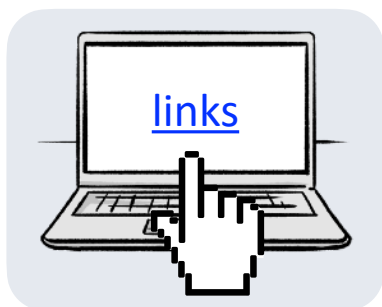
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a phone, tablet or computer.

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About this booklet

General
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This booklet is from the General Medical Council (GMC).



We support doctors, **physician associates** and **anaesthesia associates** to give good, safe care to patients.



Physician associates are part of the team that cares for patients.

They are **supervised** by doctors - that means that doctors support them to do their job well.



Anaesthesia associates are part of the team that stops you from feeling pain when you have an operation.

They are supervised by **anaesthetists**. **Anaesthetists** are doctors in charge of stopping you feel pain when you have an operation.

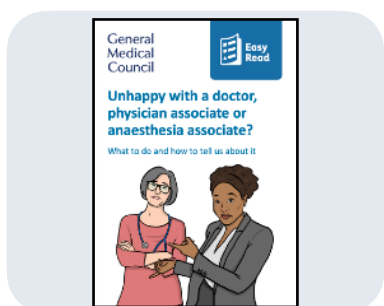
Unhappy with a doctor, physician associate or anaesthesia associate? What to do and how to tell us about it



If you are unhappy with your doctor, physician associate or anaesthesia associate, you should speak to someone about it.



You will not get into trouble or be treated badly if you tell us that you are unhappy with a doctor, physician associate or anaesthesia associate.



In this guide, we explain what you should tell us about and who else can help.

When to tell us you are unhappy

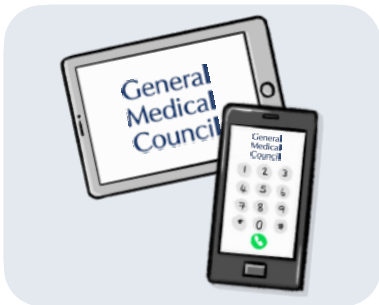


You can tell us you are unhappy with your doctor, physician associate or anaesthesia associate at any time.



You can tell us that you are unhappy with how a doctor, physician associate or anaesthesia associate is treating you or someone else.

How to tell us



The easiest and quickest way to tell us you are unhappy is by filling out the online form here: www.gmc-uk.org/concerns/raise-a-concern.



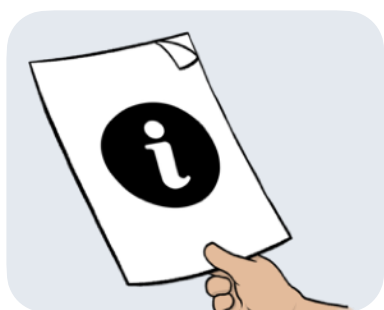
If you would like help to tell us about why you are unhappy with your doctor, physician associate or anaesthesia associate, please call: **0161 923 6602**.

What we do if you tell us you are unhappy



When you have told us you are unhappy with a doctor, physician associate or anaesthesia associate, we will decide whether it is something that we can **investigate**.

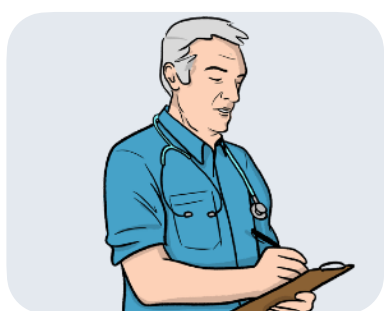
To **investigate** means to look into something.



If we can investigate, we will give you the details of a member of our staff who will help you and explain what happens next.

What we can investigate

We usually only investigate where a doctor, physician associate or anaesthesia associate:

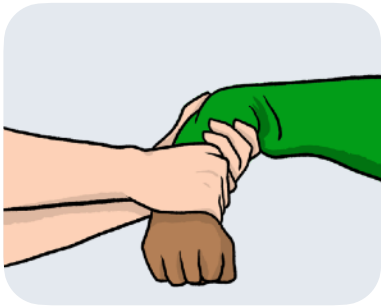


- Has made a serious mistake, or made the same mistake more than once.



- Does not behave properly towards a patient.

We also usually only investigate where a doctor, physician associate or anaesthesia associate:



- Has been violent, or behaved wrongly in a sexual way towards someone.



- Has done something that is against the law.



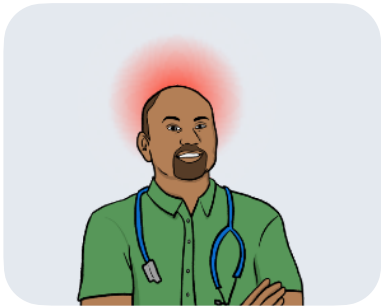
- Is treating people differently because of their age, race, religion, gender, sex or **sexuality**.

Sexuality means who you are attracted to.



- Has lied.

We also usually only investigate where a doctor, physician associate or anaesthesia associate:



- Is too ill to work properly.



- Cannot speak English well enough.

What we will not investigate

We will not investigate where a doctor, physician associate or anaesthesia associate:



- Has made a small mistake.



- Is rude.



- Disagrees with you.

We will not investigate:



- If you are unhappy with other health professionals.



- If you have had to wait a long time for your treatment.



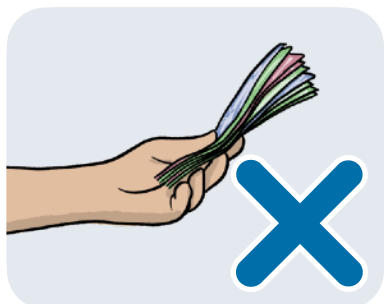
- If a hospital or surgery is not clean and tidy.

What we cannot help with

There are some things we cannot help you with, like:



- Explaining your treatment.



- Making your doctor, physician associate or anaesthesia associate pay a fine.



- Making your doctor, physician associate or anaesthesia associate say sorry.



- Looking at an investigation that has been done by another organisation.



- Making a doctor, physician associate or anaesthesia associate give you a different treatment.

Who can help if we cannot



It is best to start by talking to the people who were involved with your care or treatment.



You can speak to the hospital, surgery or clinic where you got your care, to tell them you are unhappy.



If this does not help or if you do not want to deal with it in this way, there are organisations you can ask for support.



You can find information about the organisations that can support you in different parts of the UK on the next pages of this booklet.



In England

NHS England

Website:

www.england.nhs.uk/contact-us/feedback-and-complaints/complaint

If you are not happy with the result of your complaint, you can ask the Health Service Ombudsman to help.

Website: www.ombudsman.org.uk

Phone: 0345 015 4033

You can also contact Healthwatch.

Website: www.healthwatch.co.uk

Phone: 03000 683 000



In Northern Ireland

Northern Ireland Health Service

Website:

www.nidirect.gov.uk/articles/how-complain-or-raise-concerns-about-health-services

If you are not happy with the result of your complaint, you can ask the Northern Ireland Public Services Ombudsman to help.

Website: www.nipso.org.uk

Phone: 0800 343 424

You can also contact the Patient and Client Council.

Website: www.pcc-ni.net

Phone: 0800 917 0222



In Scotland

NHS Inform

Website: www.nhsinform.scot

Phone: 0800 22 44 88

If you are not happy with the result of your complaint, you can ask the Scottish Public Services Ombudsman to help.

Website: www.spsso.org.uk

Phone: 0800 377 7330

You can also contact the Patient Advice and Support Service Scotland.

Website: www.pass-scotland.org.uk

Phone: 0800 917 2127



In Wales

NHS Wales

Website:

www.gov.wales/nhs-wales-complaints-and-concerns-putting-things-right

If you are not happy with the result of your complaint, you can ask the Public Services Ombudsman for Wales to help.

Website: www.ombudsman.wales

Phone: 0300 790 0203

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If you have any questions about the Easy Read document, please contact the General Medical Council.